

Award Criteria

CMS is looking for individuals who embody the goal of the Provider Customer Service Program – to continuously improve Medicare customer satisfaction through the timely delivery of accurate, accessible, and consistent information to providers in a courteous and professional manner.

To be a CMS ROCSTAR, the individuals must have achieved results that support the goal of the PCSP. These results can be in many areas such as accuracy of responses, training, mentorship, exceptional customer service skills, creativity in designing ways to improve customer satisfaction, successful use of measurement tools, error rate reduction, and active integration with other contractor functional areas. Contractors are not limited to these areas in identifying nominees. They are provided only as examples.